

# CARE AND MAINTENANCE

OF YOUR NEW WINDOWS



**GENTEK BUILDING PRODUCTS, INC.**  
P.O. Box 110 • Akron, Ohio 44309  
[www.gentekinc.com](http://www.gentekinc.com)

*Make us a part of your home.*



## PRODUCT INFORMATION:

Installation of \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date of Installation \_\_\_\_\_

## HOMEOWNER:

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

## INSTALLATION:

Contractor \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Warranty Number \_\_\_\_\_

Carefully read this book and record the necessary information above. Then, file this book with all of your other important documents. This manual will serve as a quick reference guide for the care and maintenance of your new windows or doors, as well as for warranty information should future service be necessary.

### IMPORTANT:

**Do not open the sash for at least 24 hours after completion of installation. It is the manufacturer's recommendation that your new windows not be opened for 24 hours to allow for caulking compounds to cure and set properly.**

## OUR WINDOWS. YOUR PEACE OF MIND.

*A powerful alliance of beauty and strength, Gentek windows will dramatically heighten the style and comfort of your home. Equally important, they will deliver true peace of mind that you have chosen a high-performance window from a respected manufacturer. Pride in our products and craftsmanship are at the heart of our commitment to quality. It's what makes our windows among the best in the industry, and our service second to none.*

*Gentek windows are backed by more than three decades of window manufacturing expertise. Engineering, innovation, rigorous testing and stringent quality control are just a few ways that we turn cutting-edge technology into superior windows and satisfied customers. Precision-built for outstanding energy efficiency and durability, our windows consistently earn high marks in nationally certified labs.*

*From neighborhood to neighborhood throughout the nation, Gentek is the product of choice for residential and light commercial buildings. Our extensive product line includes double hung, single hung, slider, picture, casement, awning, garden, bay and bow, and special shape windows, as well as patio doors. When you choose Gentek windows and doors, you can be assured of the highest levels of performance, beauty and value.*





Photo 1



Photo 2



Photo 3



Photo 4

Double hung windows are designed to allow both sashes to raise, lower and tilt in for cleaning the outside surfaces of both the upper and lower sash from inside the home.

### TO TILT THE LOWER SASH, FOLLOW THESE STEPS:

1. Unlock the window.
2. Raise the lower sash a minimum of 3".
3. Pull both tilt latch buttons (located on the top rail of the sash) toward the center of the sash to disengage them from the main frame jambs (Photo 1).
4. With both hands, carefully pull the top of the lower sash in toward you slightly beyond a 90° position (Photo 2). Support the sash while cleaning the exterior (Photo 3).

### TO TILT THE UPPER SASH, FOLLOW THESE STEPS:

1. Lower the upper sash to at least 2" above the sash stops, located in the lower outside track.
2. Pull both tilt latch buttons toward the center of the sash to disengage them from the main frame jambs.
3. With both hands, carefully pull the top of the upper sash in toward you slightly beyond a 90° position and rest it on top of the supported lower sash. The upper sash cannot be tilted in without the lower sash being tilted in (Photo 4).

To replace the sashes to the operating positions, hold the top rail of the sash with both hands and push it all the way into the main frame tracks. Make certain that the tilt latch buttons click in to lock the sash in the main frame. If the tilt latches are not reengaged in the main frame, the sash may fall inward unexpectedly.

Note: To tilt both sashes in, tilt the lower sash in first, then tilt in the upper sash. To reengage the sashes, reposition the upper sash first, then the lower sash.

Slider windows are designed to slide from side to side in their own tracks. They are removable from these tracks for the cleaning of the exterior surfaces.

### TO REMOVE THE INTERIOR SASH (OR RIGHT SASH), FOLLOW THESE STEPS:

1. Slide the right sash to within 3" of the left side. This will enable the sash to bypass the security block located in the header of the main frame (Photo 1).
2. Lift the sash up into the header of the main frame as high as it will go.
3. Pull the bottom of the sash toward you. This will clear the rollers and sash frame from the main frame (Photo 2).
4. Lower the sash to the floor (Photo 3).

### TO REMOVE THE EXTERIOR SASH (OR LEFT SASH), FOLLOW THESE STEPS:

1. Slide the left sash to within 3" of the right side.
2. Lift the sash into the header of the main frame.
3. Pull the bottom of the sash toward you, and lower it to the floor (Photo 4).

Carefully clean the exterior of the sashes. To replace the sashes, simply reverse this process.



Photo 1



Photo 2



Photo 3



Photo 4



Photo 1



Photo 2



Photo 3



Photo 4

Just as with Gentek's other window styles, casement windows are easily cleaned from the interior of the home.

### TO CLEAN THE CASEMENT WINDOW, FOLLOW THESE STEPS:

1. Turn the screen retainer clips 1/4 turn counterclockwise.
2. Remove the screen.
3. Clean the interior side of the sash.
4. Unlock the window (Photo 1).
5. Crank the sash all the way to its full-open position (Photos 2 and 3).
6. Clean the exterior of the sash by reaching your arm through the space between the main frame and the sash (Photo 4).
7. To reinstall the screen, place it into the opening and turn the screen retainer clips 1/4 turn clockwise to hold it in place.

These instructions may not apply to egress models.

Swing & Clean slider windows have similar features to a slider window, except the hardware and frames allow you to swing the sashes in for easy cleaning.

### TO SWING IN TO CLEAN, FOLLOW THESE STEPS:

1. Unlock the window.
2. Slide the interior (right) sash at least 3" from the right jamb.
3. Push both easy-grip sash locks to allow the sash to swing inward (Photo 1).
4. Once the sash swings inward past 4°, the pivot point will remain in place (Photo 2).
5. Hold the meeting rail and pull toward you to enable you to clean the exterior of the sash (Photo 3).
6. Slide the exterior (left) sash at least 3" from the left jamb and follow the above instructions (Photo 4).

To reengage the sashes, swing the left sash in first. Pick up, and reinsert the release handles into the sash retainer clips. Make sure they snap in place. The sash should slide easily again. Now proceed with the right sash.

Keep the tracks clean and free from dirt and debris. An occasional light coating of silicone spray lubricant eases the operation of the sashes.

For the center sash of a 3-lite, or a large 2-lite sash, make sure the sash is properly supported while swinging in and while cleaning.



Photo 1



Photo 2



Photo 3



Photo 4

## WINDOWS:

Label and tape adhesive should be removed by alcohol-based cleaners on small glass areas only. After this is removed, thoroughly wet the glass and rinse with plain water.

Glass can be cleaned with regular or other ammonia-based glass cleaners.

Vinyl (PVC) products can be cleaned with a solution of mild soap and water. For heavier cleaning tasks, the window manufacturer recommends commercially advertised household cleaners. Use any non-abrasive cleaner for tough jobs. Do not use solvents, paint removers or sharp objects to clean your windows and patio doors.

Condensation is caused by excess interior relative humidity in the home. It is your responsibility to control your home's relative humidity.

If mildew is a problem in your area, use an appropriate cleaner or mildew controller found in your local store.

The color of your vinyl windows is solid throughout all window components. Painting or varnishing is not required and will void the warranty.

The tracks of the double hung and slider windows are exposed to the outdoor elements, which can contain abrasive elements such as dirt, leaves, sand, grease, soot, etc. If these elements are not removed, they can be ground into the vinyl tracks when the sashes are operated. A minimum semiannual cleaning is recommended. These tracks can be cleaned with a small, stiff nylon brush, then wiped down with a soft cloth. If necessary, an occasional light coat of silicone spray lubricant on the balance shoe track of a double hung, and the tracks of a slider window, will help ease the operation of your window without leaving an oily residue which can collect more abrasive elements.

Follow the manufacturer's recommendations for safe use of any chemical or cleaner. Any cleaning information suggested in this manual is only to assist you. The window/door manufacturer assumes no responsibility for results obtained which are dependent on the chemical solutions as prepared, and quantity and method of application.

## SCREENS:

Screens can be cleaned easily with a soft brush accessory from a vacuum cleaner. If a more thorough cleaning is desired and the screens need to be removed, follow these steps:

### DOUBLE HUNG:

1. From the interior, raise both sashes to their highest position.
2. Raise the screen up to a point where you can get your hand on the lower aluminum frame section.
3. Push the screen to the left side of the window. The screen has springs on this side.
4. Once the screen is positioned as far left as possible, gently push the right side of the screen toward the exterior.
5. Once the right side is disengaged from the screen track, remove it from the left side as well.

### TO REPLACE THE SCREEN TO ITS TRACKS, FOLLOW THESE STEPS:

1. The springs should be positioned on the left. Place the springs in the left screen track.
2. Push the screen as far left as possible.
3. Pull the right side in, center it in the right screen track, and reengage it in that track.

To remove a screen on a slider window, simply pull up on the aluminum screen track bottom, placing it all the way up into the top screen track. Push out the bottom to clear the screen from the bottom screen track, and disengage the screen at the top.

To replace the screen, reverse the above steps.

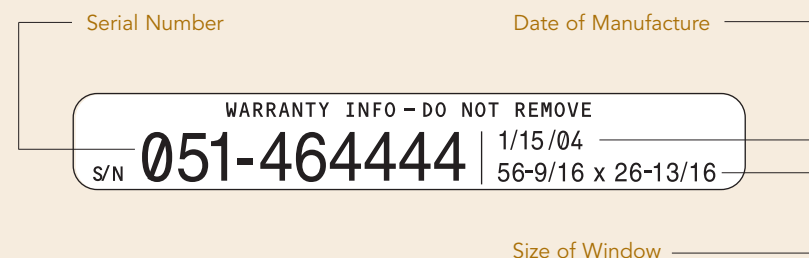
**DO:**

- Open the top and bottom sash for improved ventilation.
- Use both hands to support sashes while tilting them in to clean.
- Support the sashes when they are in the cleaning position.
- Make sure the tilt latches are fully engaged after tilting sashes back into the operating position.
- Make sure the top sash on a double hung is closed and up all the way before locking the window.

**DON'T:**

- Leave the lock in the locked position when closing the window—this will damage the keeper.
- Attempt to remove the sashes on double hung windows.
- Use oil base spray lubricants such as WD 40; they attract dirt. Use a silicone spray for lubrication.
- Leave the center section of a Swing & Clean slider window open without proper support.
- Attempt to move a Swing & Clean slider window sash when the pivot hardware is locked.
- Use abrasive-type cleaners to clean the glass or vinyl on these windows.
- Use solvents to clean the windows.
- Use the crank on a casement without unlocking the window first.
- Use a high-pressure hose to clean the outside of a window.
- Install a window air conditioner in a vinyl window without adequate support.
- Paint or varnish vinyl windows.

The warranty label on your windows will provide all the pertinent information about your windows for years to come. The label should be left on the window frame for possible future reference. The label includes the following information:



This information can be supplied to Gentek Building Products, Inc. and referenced by computer. All window part and component information will be available for years to come, should your windows need warranty service.

If you need warranty service, write to the address listed on warranty and state the nature of the claim within 30 days of discovery. We will refer your claim to the proper representative, then notify you by mail of your contact person. Please allow a reasonable amount of time for an inspection. We will process your claim as per terms of the product warranty.